



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**AT&T Communications of Illinois, Inc.**  
**for quarter ending December 31, 2007**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.70	5.30	5.80	5.60
B. Operator Answer Time - Information [730.510(a)(1)]	4.69	4.07	4.57	4.44
C. Repair Office Answer Time [730.510(b)(1)]	18.00	92.00 *	14.00	41.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	4.00	8.00	8.00	6.67
E. Percent of Service Installations [730.540(a)]	100.00%	97.72%	100.00%	99.24%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	81.31% *	80.65% *	84.34% *	82.10% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.29	0.17	0.18	0.21
H. Percent Repeat Trouble Reports [730.545(c)]	6.09%	4.58%	7.09%	5.92%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	1	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

P730C&D represent Lg bus; Nat Sm bus result=Oct 23&62;Nov 14&70;Dec 21&66 & Res=Oct 125&110;Nov 80&97;Dec 111&105;Item F primarily UNE-P/L lines w/results due to weather;Item I results not avail. for bus; Item J results not available for res



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